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TITLE: Customized user interface designing in business environment, involves categorizing users into groups using CDM technology and applying models into interface design, interactive testing and system development

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PATENT-ASSIGNEE: SBC TECHNOLOGY RESOURCES INC (SBCTN)

PRIORITY-DATA: 1999US-136406P (May 27, 1999), 1999US-136405P (May 27, 1999)

PATENT-FAMILY:

PUB-NO	PUB-DATE	LANGUAGE	PAGES	MAIN-IPC
WO 200073968 A1	December 7, 2000	E	034	G06F019/00
GB 2367167 A	March 27, 2002		000	G06F017/60
AU 200052912 A	December 18, 2000		000	G06F019/00

DESIGNATED-STATES: AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ
EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA
MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ
VN YU ZA ZW AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA
PT SD SE SL SZ TZ UG ZW

APPLICATION-DATA:

PUB-NO	APPL-DATE	APPL-NO	DESCRIPTOR
WO 200073968A1	May 26, 2000	2000WO-US14468	
GB 2367167A	May 26, 2000	2000WO-US14468	
GB 2367167A	November 27, 2001	2001GB-0028396	
GB 2367167A		WO 200073968	Based on
AU 200052912A	May 26, 2000	2000AU-0052912	
AU 200052912A		WO 200073968	Based on

INT-CL (IPC): G06 F 9/46; G06 F 17/60; G06 F 19/00

ABSTRACTED-PUB-NO: WO 200073968A

BASIC-ABSTRACT:

NOVELTY - User population is categorized into groups using qualitative and quantitative models e.g. categorize describe model (CDM) technology. The targeted user behavior and preferences are validated and captured, based on which design requirements and implementations are tracked. The models are then applied into interactive testing, system development and interface design to each user.

DETAILED DESCRIPTION - The user interface is incorporated into GUI of sales and billing negotiation system, telephone system, interactive GUI system, automated teller machine, computer operating system or television programming interface. INDEPENDENT CLAIMS are also included for the following:

- (a) method for identifying and categorizing customer goals for contacting service center;
- (b) computer program for identifying and categorizing customer goals for contacting

service center

USE - For designing user interface utilizing agent behavioral models, used in business environment, application of human factor studies to management of client/customer data.

ADVANTAGE - Appropriate goal category is assigned to customer's request, using conditional probability calculation.

DESCRIPTION OF DRAWING(S) - The figure shows flow diagram of VaCTAC method of applying user models to interface design.

ABSTRACTED-PUB-NO: WO 200073968A
EQUIVALENT-ABSTRACTS:

CHOSEN-DRAWING: Dwg.2/3

DERWENT-CLASS: T01
EPI-CODES: T01-J05A2; T01-J07A; T01-S03;